PROPOSAL EVALUATION WORKSHEET (INDIVIDUAL)

EVALUATION FACTOR: INFORMATION TECHNOLOGY SERVICES PLAN (RATED)

PROPOSER: Keolis #10

DATE: 9/6/2013

OVERALL RATING: _Acceptable_

NARRATIVE SUMMARY: The rating of Acceptable is based on Keolis' successful demonstration of an approach and compliance with RFP requirements to supply specified Information Technology Services. I found no weaknesses with this proposal. The rating is limited to Acceptable because it does not exceed stated criteria. The proposal is well put together and was easy to read, understand and rate. Key areas that were especially impressive were in how they intend to fully meet RFP requirements at achieving ISO 9001 certification, implementing Project Management Institute standards and Guidelines (including having projects managed by PMI certified project managers), and following through to provide full MBTA access to IT systems and information.

Objective:

The following are the objectives for the Information Technology Service Plan evaluation factor:

1) To identify Proposers that demonstrate ability to operate a professional information technology (IT) organization that follows and complies with industry best practices, uses metrics to monitor and improve performance, and successfully operates, maintains, and upgrades the full suite of IT systems and elements needed for delivery of the Commuter Rail Operating Agreement services and the Commuter Rail IT Environment;

2) To identify Proposers with experience complying with standards and best practices including PCI-DSS (Payment Card Industry-Data Security Standard);

3) To identify Proposers with a proven approach to sharing data and system access with customer/agency management in a timely fashion to support contract oversight and planning functions; and

4) To identify Proposers with a high level of ability (i) assessing and managing risks within a complex IT organization involving legacy components and new technology, and (ii) finding creative solutions to ensure efficient and uninterrupted operations.

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Evaluation Criteria:

The Proposer has demonstrated the ability to develop, implement, operate, maintain and upgrade an IT organization and related systems and elements, all in compliance with industry best practices. The Proposer has demonstrated its experience in complying with various best practices including, but not limited to, PCI-DSS. Furthermore, the Proposer has demonstrated reliable approaches to ensuring full data and system access with agency management to ensure proper oversight and monitoring, as well as the ability to ensure efficient and interrupted operations consisting of both legacy systems and new technology.

Instructions:

Evaluators must rate each requirement outlined in the table below as one of the following: (i) Exceptional; (ii) Good; (iii) Acceptable; (iv) Potential to Become Acceptable; or (v) Unacceptable. Please note the following explanations when rating each requirement:

1) A rating of Exceptional is appropriate when the Proposer has demonstrated an approach that is considered to significantly exceed stated criteria in a way that is beneficial to the MBTA. This rating indicates a consistently outstanding level of quality, with very little or no risk that this Proposer would fail to meet the requirements of the solicitation. There are no weaknesses.

2) A rating of Good is appropriate when the Proposer has demonstrated an approach that is considered to exceed stated criteria. This rating indicates a generally better than acceptable quality, with little risk that this Proposer would fail to meet the requirements of the solicitation. Weaknesses, if any, are very minor. Correction of the weaknesses would not be necessary before the Proposal would be considered further.

3) A rating of Acceptable is appropriate if the Proposer has demonstrated an approach that is considered to meet the stated criteria. This rating indicates an acceptable level of quality. The Proposal demonstrates a reasonable probability of success. Weaknesses exist but can be readily corrected through requests for Clarification or Communications.

4) A rating of Potential to Become Acceptable is appropriate if the Proposer has demonstrated an approach that fails to meet stated criteria as there are weaknesses, but they are susceptible to correction through Discussions. The response is

considered marginal in terms of the basic content and/or amount of information provided for evaluation, but overall the Proposer is capable of providing an acceptable or better Proposal.

5) A rating of Unacceptable is appropriate if the Proposer has demonstrated an approach that indicates significant weaknesses and/or unacceptable quality. The Proposal fails to meet the stated criteria and/or lacks essential information and is conflicting and/or unproductive. There is no reasonable likelihood of success; weaknesses are so major and/or extensive that a major revision to the Proposal would be necessary.

Ratings for each requirement must be recorded in the associated Rating column, and a detailed explanation of why a particular rating was given to a requirement must be recorded in the associated Comments/Justification for Rating column. The Appendix B Section column identifies relevant sections of Appendix B (Operations and Management Proposal Instructions) to the Instructions to Proposers.

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Requirement No.	Appendix B Section	Requirement	Rating	Comments/Justification for Rating
1.	B10.2(A)	The Proposer shall provide an Information Technology Services Plan that describes in detail the Proposer's approach to providing the IT services described in the Contract including, but not limited to, Schedule 3.16 (Information Technology Requirements) of the Commuter Rail Operating Agreement. Elements of that Plan shall include, but not be limited to, proposed approaches to the following: 1. Delivering application and data interfaces; 2. Maintaining source code escrow; 3. Sustaining and/or transitioning the existing IT environment during mobilization; 4. Replacing and upgrading IT systems to keep the same in a state of good repair; 5. Tracking and escalating issues; 6. Understanding and utilizing new technologies such as RFID (radio frequency identification);	Acceptable	This proposal is clear and straightforward in reporting how Keolis will act to comply with meeting the RFP requirements for the Information Technology element. I found no weaknesses. Keolis statements concerning the status of the current MBTA IT commuter rail environment on page 9-4 indicate that their review of what they classify as limited information made available to them to assess the MBTA IT environment has issues related to configuration status, life cycle expirations, warranty expirations and also reports that systems for some functional areas are unknown by them based on items supplied for review. Between pages 9-5 through 9-20 the proposal provides significant information on how Keolis will conduct an assessment, then base-line and finally act to bring the IT environment to an initial state of RFP readiness to meet all needs of the MBTA commuter rail operation. The combined proposal sections that include (Introduction and Information Technology Services Plan) contain proposed tasks, actions and methods to supply key RFP compliance outcomes and are presented in a manner that clearly demonstrates the ability of Keolis to meet the stated criteria of the RFP. This section of the proposal is excellent, it highlights their approach and plans to adhere to key compliance areas related to: • ISO 9001 certification • Project Management Institute Standards and Guidelines, including managing projects with PMI certified project managers • MBTA Access to information & transparency • Regulatory compliance and risk management Many more areas are also addressed in these sections, but these are the elements that are key to achieve successful implementation and management from my perspective and experience as it relates to IT Environment functions to support all operational functions in commuter rail operations. Proposal sections 9.A.1 through 9.A.18 adequately addressed and met the

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Requirement No.	Appendix B Section	Requirement	Rating	Comments/Justification for Rating
		7. Documenting the IT environment; 8. Managing an IT organization and staff; 9. Conducting regular reviews and meetings with the MBTA; 10. Complying with MBTA and other applicable standards; 11. Applying sound change management, project management, and configuration management practices; 12. Operating an IT service center and responding to and repairing reported problems; 13. Performing root cause analyses; 14. Developing and implementing IT asset lifecycle plans; 15. Implementing a quality assurance program;		RFP requirements, all elements related to Appendix B Section B10.2 (A) appear to have been addressed and deemed compliant through responses supplied in 9-20 through 9-28.

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Requirement No.	Appendix B Section	Requirement	Rating	Comments/Justification for Rating
		16. Performing monitoring and reporting of performance of IT functions and complying with service level agreements; 17. Providing appropriate and timely access to MBTA to Operator IT staff and systems; and 18. Negotiating and managing contracts with IT suppliers responsibly and by seeking the best value at all times.		
2.	B10.2(B)	The Proposer shall: (i) identify those portions of the information that it provided in response to B9.2(A)(1) – (18) of Appendix B that it considers to be innovative, best practice, beneficial to MBTA Customers and/or cost efficient, and (ii) submit information supporting or otherwise validating its position that said portions are innovative, best practice, beneficial to MBTA Customers and/or cost efficient.	Acceptable	Keolis supplied the requested information. The items that are listed to bring Best practice, Cost efficient and Beneficial to MBTA customers appear to have the potential to supply the reported benefits. Eight items identified as Innovative are not innovative in my opinion as all of the initiatives exist and are in use in the passenger transit industry in the U.S., Europe, or Asia.

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10/31/2013